Enhancing WIC Clinic Environments

Oregon WIC
WIC Clinic Enhancement Project

- Funding local agencies to enhance their waiting and counseling rooms using NWA Branding and Trauma Informed Care
- Total of 29 clinic sites at 19 agencies
- Total of $178,100 dollars towards improving the look and feel of WIC offices across the state.
- Projects funded included (but were not limited to):
  - improved lighting in line with trauma informed care
  - creation of comfortable areas for children to play and wait
  - purchasing of comfortable bariatric seating options
  - updating waiting and counseling rooms with fresh paint
  - addition of anti-slamming doors and ambient noise
  - addition of NWA branded materials and updated artwork
Baker County – Before
Baker County – After
Clatsop County  – Before
Clatsop County – After
Deschutes County – Before
Deschutes County – After
Douglas County – Before
Douglas County – After
Harney County – Before
Harney County – After
Jefferson County – Before
Jefferson County – After
Josephine County – After
Klamath County   –  Before
Lane County

Uncomfortable chairs were replaced at baby check-in

Breastfeeding room added washable kid seating

Privacy partitions added to reception area
Lane County

Bench seating added for family seating and comfort

Classroom walls updated with WIC branding
Lincoln County – Before
Lincoln County – After
Linn County – Before
Linn County — After
Marion County — Before
Marion County – After
Multnomah County  –  Before
Multnomah County – After
North Central – Before
North Central – After
Washington County – Before
Washington County – After
## Post Improvement Survey Results

<table>
<thead>
<tr>
<th>Thinking about our WIC Space, how welcome do you feel?</th>
<th>![Smiley]</th>
<th>![Neutral]</th>
<th>![Sad]</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.4%</td>
<td>3.3%</td>
<td>0.3%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Thinking about our WIC Space, how comfortable do you feel?</th>
<th>![Smiley]</th>
<th>![Neutral]</th>
<th>![Sad]</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.5%</td>
<td>0.5%</td>
<td>0.0%</td>
<td></td>
</tr>
</tbody>
</table>

### What are some examples of how the WIC clinic is welcoming and comfortable?

<table>
<thead>
<tr>
<th>Theme</th>
<th>Words used</th>
<th># Comments</th>
<th>Total survey respondents</th>
<th>Percent of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kid-friendly environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>kid-friendly/kids</td>
<td>174</td>
<td>394</td>
<td>71%</td>
</tr>
<tr>
<td></td>
<td>toys</td>
<td>82</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td></td>
<td>play area</td>
<td>13</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td></td>
<td>books</td>
<td>10</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td>Warm and friendly staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>friendly (+staff)</td>
<td>123</td>
<td>394</td>
<td>59%</td>
</tr>
<tr>
<td></td>
<td>nice/smile/kind/greet</td>
<td>109</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td>Positive clinic space</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>clean</td>
<td>23</td>
<td>394</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td>bright colors/pictures/murals</td>
<td>14</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td></td>
<td>comfortable chairs</td>
<td>9</td>
<td>394</td>
<td></td>
</tr>
<tr>
<td></td>
<td>spacious</td>
<td>4</td>
<td>394</td>
<td></td>
</tr>
</tbody>
</table>
“I like the new tablets for check in and the new art. The chairs are comfy too.”

“I really appreciate the color, toys, and soft areas”

“Open, not too overly packed with stuff. Signage and window graphics are helpful”

“Seating is new and more comfortable and nicer looking”

“Friendly staff, lots of light and colorful décor”

“The toys are great! Comfy seating”

“I love the toys. Kid friendly spaces so we don't have to worry about the kids being crazy”

“I enjoy the pictures when we are in the waiting room”

“Having bright colors and toys for the kids”

“Good lighting, friendly staff, lots of toys”

“When arrive they wait for you with a smile and greet you with respect and with a good vibe”

“I like the new tablets for check in and the new art. The chairs are comfy too.”

“The staff are always so friendly I never feel any judgement here”